



## Call History

2/15/2018  
13:59:25

From: 01 Jan 2016 To 15 Feb 2018  
Time Range: 00:00 To 23:59  
Campaigns: BOC2 - B-MC-COL-Centura-PredNW, TRNW - B-MC-SLC-CoreTrinity-PredNW, HBX9 - B-MC-HOU-CoreLegacy-TCPA, HSPC -  
Agents: All Agents  
List IDs: All List IDs  
Area Code:   
Phone:   
Inbound/Outbound: Both  
System Coded Calls: Yes  
Filler1: Not Applicable  
Filler2: Not Applicable  
Filler3: Not Applicable  
Filler4: Not Applicable  
Dnis: Not Applicable

Telephone	Call Type	Listid	Camp.	OB Caller ANI	OB Caller Name	Agent Name	Agent Code	Status	Addi	Call Date	Call Time (hh:mm)	Time Connect	Time ACW	Time Hold	Filler1	Filler2	Filler3	Filler4
3654	Outb.Norm.Term.	1041	HSNW			Kamaria Carthon	4863	A1	AM	9/11/2017	10:50	00:00:11	00:00:00	00:00:00	titanium_custom	73242938	91552	6
3654	Outb.Norm.Term.	1041	HSNW			Deja Mayweather	2597	A2	NA	9/14/2017	18:34	00:00:08	00:00:00	00:00:00	titanium_custom	73242938	178772	9
3654	Outb.Norm.Term.	1041	HSNW			Cyd Brown	2645	A1	LM	9/18/2017	08:35	00:00:17	00:00:00	00:00:00	titanium_custom	73242938	141291	13
3654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		9/22/2017	08:31	00:00:00	00:00:00	00:00:20	titanium_custom	73242938	121997	17
3654	Outb.Norm.Term.	1041	HSNW			Christopher Hobbs	4832	A1	TR	9/22/2017	08:31	00:00:13	00:00:00	00:00:00	titanium_custom	73242938	121997	17
3654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		9/26/2017	12:43	00:00:00	00:00:00	00:00:19	titanium_custom	73242938	147636	21
3654	Outb.Norm.Term.	1041	HSNW			Kimberly Jefferson	4870	A1	TR	9/26/2017	12:43	00:00:13	00:00:00	00:00:00	titanium_custom	73242938	147636	21
3654	Outb.Norm.Term.	1041	HSNW			Wakisha Foster	4865	A1	MD	10/3/2017	13:24	00:00:19	00:00:00	00:00:00	titanium_custom	73242938	145894	28
3654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		10/10/2017	11:33	00:00:00	00:00:00	00:00:20	titanium_custom	73242938	147291	35
3654	Outb.Norm.Term.	1041	HSNW			Mylah Kent	2667	A1	TC	10/10/2017	11:33	00:00:06	00:00:00	00:00:00	titanium_custom	73242938	147291	35
3654	Outb.Norm.Fail	1041	HSNW			SYST	SYST	N		10/16/2017	16:38	00:00:00	00:00:00	00:00:00	dm9_cus tom	73242938	88352	41
3654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		10/18/2017	11:22	00:00:00	00:00:00	00:00:20	dm9_cus tom	73242938	87782	43
3654	Outb.Norm.Term.	1041	HSNW			Keisha McClellon	6379	A1	TC	10/18/2017	11:22	00:00:43	00:00:00	00:00:00	dm9_cus tom	73242938	87782	43
3654	Outb.Norm.Term.	1041	HSNW			Neesha Ellis	2544	A1	AM	10/23/2017	11:40	00:00:04	00:00:00	00:00:00	dm9_cus tom	73242938	86326	48

HostDSN: xrpslappnb01 | v.4.0.1.8 | qku8203

Telephone	Call Type	Listid	Camp.	OB Caller ANI	OB Caller Name	Agent Name	Agent Code	Status	Addi Status	Call Date	Call Time (hh:mm)	Time Connect	Time ACW	Time Hold	Filler1	Filler2	Filler3	Filler4
654	Outb.Norm.Term.	1041	HSNW			Wakisha Foster	4865	A1	MD	10/26/2017	11:09	00:01:01	00:00:00	00:00:00	dm9_cus tom	7324293 8	84454	51
654	Outb.Norm.Term.	1041	HSNW			Stephen Stewart	4341	A1	TR	10/30/2017	11:11	00:00:23	00:00:00	00:00:00	dm9_cus tom	7324293 8	83139	55
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		10/30/2017	11:12	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	83139	55
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		11/2/2017	13:59	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	81393	58
654	Outb.Norm.Term.	1041	HSNW			Mary Savery	4461	A1	TR	11/2/2017	13:59	00:00:20	00:00:00	00:00:00	dm9_cus tom	7324293 8	81393	58
654	Outb.Norm.Term.	1041	HSNW			Veron Bailey	2530	A1	AM	11/6/2017	12:29	00:00:19	00:00:00	00:00:00	dm9_cus tom	7324293 8	81004	62
654	Outb.Norm.Term.	1041	HSNW			Latora Harris	2656	A1	TC	11/15/2017	19:47	00:00:20	00:00:00	00:00:00	dm9_cus tom	7324293 8	75868	71
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		11/15/2017	19:48	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	75868	71
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		11/20/2017	09:58	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	76944	76
654	Outb.Norm.Term.	1041	HSNW			Mary Elias	2779	A1	TC	11/20/2017	09:58	00:00:09	00:00:00	00:00:00	dm9_cus tom	7324293 8	76944	76
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		11/27/2017	10:02	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	77288	83
654	Outb.Norm.Term.	1041	HSNW			Tamiko Redfern	6241	A1	TC	11/27/2017	10:02	00:00:07	00:00:00	00:00:00	dm9_cus tom	7324293 8	77288	83
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		11/30/2017	13:44	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	74060	86
654	Outb.Norm.Term.	1041	HSNW			Tanzhel Massey	4808	A1	TC	11/30/2017	13:44	00:00:19	00:00:00	00:00:00	dm9_cus tom	7324293 8	74060	86
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		12/4/2017	12:07	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	75539	90
654	Outb.Norm.Term.	1041	HSNW			Jahmella Johnson	2723	A1	TC	12/4/2017	12:07	00:00:25	00:00:00	00:00:00	dm9_cus tom	7324293 8	75539	90
654	Outb.Norm.Term.	1041	HSNW			Pamela Clark	4836	A1	MD	12/7/2017	13:04	00:00:20	00:00:00	00:00:00	dm9_cus tom	7324293 8	72051	93
654	Outb.Norm.Term.	1041	HSNW			Krystal Bailey	4868	A1	TC	12/11/2017	10:41	00:00:19	00:00:00	00:00:00	dm9_cus tom	7324293 8	72714	97
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		12/11/2017	10:42	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	72714	97
654	Outb.Norm.Term.	1041	HSNW			Trinicia Cook	2556	A1	TR	12/14/2017	10:11	00:00:03	00:00:00	00:00:00	dm9_cus tom	7324293 8	69933	100
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		12/14/2017	10:12	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	69933	100
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		12/18/2017	11:22	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	69857	104
654	Outb.Norm.Term.	1041	HSNW			Lachelle Cutts	2688	A1	TC	12/18/2017	11:22	00:00:20	00:00:00	00:00:00	dm9_cus tom	7324293 8	69857	104
654	Outb.Norm.Term.	1041	HSNW			Jasmine Amerson	2545	A1	AM	12/21/2017	10:20	00:00:08	00:00:00	00:00:00	dm9_cus tom	7324293 8	67356	107
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		12/27/2017	12:48	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	64206	113
654	Outb.Norm.Term.	1041	HSNW			Anashoda Mueller	4850	A1	TC	12/27/2017	12:48	00:00:19	00:00:00	00:00:00	dm9_cus tom	7324293 8	64206	113
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		1/3/2018	11:47	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	61843	120
654	Outb.Norm.Term.	1041	HSNW			Janet Allen	2681	A1	TC	1/3/2018	11:47	00:00:14	00:00:00	00:00:00	dm9_cus tom	7324293 8	61843	120
654	Outb.Norm.Term.	1041	HSNW			Jennifer Shelton	2696	A1	TC	1/8/2018	09:41	00:00:21	00:00:00	00:00:00	dm9_cus tom	7324293 8	59636	125
654	Outb.IVR term.	1041	HSNW			SYST	SYST	MC		1/8/2018	09:42	00:00:00	00:00:00	00:00:20	dm9_cus tom	7324293 8	59636	125
654	1nb Normal	23180	HSIN			Christopher Hobbs	4832	A1	LM	1/9/2018	16:23	00:01:25	00:00:01	00:00:00	tom			